



Event Flower Terms and Conditions

By placing an order for Event Flowers with Oxford Bloom, you are agreeing to the following terms and conditions:

Booking your Event

- Any quotes provided following the initial consultation will be valid for 7 days. If after this time the order has not been confirmed, the date will be released.
- A 10% non-refundable booking fee is required to secure our availability and services. This will be deducted from your total balance.

Working with you

- Following the initial consultation and confirmed booking, we will keep in contact with you to regularly review your order. For large events, we will ideally have one further consultation 4 weeks before your event, as this allows for any adjustments to be accommodated.
- If required, your consultation will include a joint venue visit. Oxford Bloom will comply with venue policies that influence or dictate any aspect of your florals.
- Flowers are ordered 14 days prior to the event and therefore we cannot guarantee any changes requested after this time will be possible. We will always do everything we can to accommodate your requests. Any changes to your original order will be subject to a new quotation and agreed in writing.
- Flowers are a living product and are dependent on weather conditions and influences that may be beyond our control. We are passionate about providing only the highest quality ingredients and therefore, on rare occasions, we may have no option but to substitute a particular item. If this happens we will inform you, but reserve the right to select a suitable alternative as close to the original choice as possible.
- Delivery within a 20 mile radius of the Oxford Bloom Studio is included in the price. Extra delivery locations, or addresses outside the 20 mile radius will be discussed and agreed during the initial consultation and additional costs incurred will be detailed on your quotation. All florals and items become the responsibility of the customer named on the order once successfully delivered.
- Oxford Bloom reserves the right to use any images of the flowers created for your event in promotional materials, including our website and social media accounts. No personally identifiable information will be shared without your express permission.

Hire items

- Where items have been provided for hire, the customer/s named on the order have full responsibility for the items and are accountable for ensuring that they are returned to Oxford Bloom in good order. Collection of hired items from a single agreed location is included in the price.
- Hire charges will be detailed on your order quotation. In some circumstances, we will also require a refundable security deposit to cover any loss, damage or breakage. This will be detailed in your order quotation and paid to us with your final payment.
- In the highly unlikely event of loss, damage or breakage, the cost of replacing the items will be deducted from the security deposit, or charged to you via separate invoice. A full breakdown of costs will be provided.

Payments

- Final payment is due no later than 14 days before your event. If you fail to pay by the required date, we reserve the right to cancel your order with us. Payment Methods are BACS transfer or cheque. Other payment methods must be agreed in advance.
 - If you need to postpone your event and we are available on your revised date, we will hold the non-refundable booking fee against your new date. We will honour your original quotation as long as the order details do not change, and the new date is within 2 months of the original. A new quote will be provided otherwise. If we are not available on your revised date, your non-refundable booking fee will not be returned.
 - If you decide to cancel your event or order with us, your non-refundable booking fee will not be returned to you. If you have paid your remaining outstanding balance, a refund shall be given if the cancellation date is more than 14 days before the event.
 - It is your responsibility to obtain insurance that offers you appropriate cover for your event. Oxford Bloom shall not be liable for any failure or delay in the performance of any of its obligations under this agreement for the period that such failure or delay is: Beyond the reasonable control of Oxford Bloom and materially affects the performance of any of its obligations under this agreement and could not reasonably have been foreseen, or provided against. For clarity, this includes any pandemic or epidemic which materially impacts the ability of Oxford Bloom to complete obligations laid down in this agreement.
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